



History of Ride to Care

2014

- Coordinated care organizations (CCO) began regional oversight of non-emergent medical transportation (NEMT) networks. Previously, transportation in the Portland area was arranged between the Oregon Health Authority (OHA) and TriMet.
- Health Share of Oregon and FamilyCare contracted with Access2Care to provide NEMT services for their members beginning in 2015.

2015

- Ride to Care, operated by Access2Care, began offering trips for members on January 1.

2016

- Health Share and FamilyCare issued a joint request for information (RFI) to identify a new program vendor to replace Access2Care.

2017

- GridWorks IC (integration contractor) was selected to replace Access2Care to manage the Ride to Care program.

2018

- FamilyCare closed in January, with the majority of their members transferring enrollment to Health Share.
- Ride to Care transitioned from Access2Care to GridWorks IC on June 1.

2019

- In September, Health Share announced their renewed five-year contract with OHA to continue providing Medicaid services for Oregon Health Plan members in Clackamas, Multnomah and Washington counties. As part of that contract renewal, Health Share announced a new model to further integrate care for members and provide value for the state. Part of the new model included Health Share's delegation of the NEMT benefit to CareOregon.
- In November, CareOregon issued a request for proposal for transportation brokerages and companies to assume the core functions of the NEMT program. Those core functions included the call center, dispatching and network management.

2020

- In March, CareOregon worked with the new subcontracted partners and transitioned management services from Gridworks IC.